

# Accessibility Conformance and Remediation Form

## Instructions

This form serves as means for auditors and vendors to document accessibility gaps associated with AIMT products and to indicate plans for addressing these gaps in the future.

We ask that you complete the **form** provided on the next page as follows:

1. **Product/Vendor Information:** Provide the information requested
2. **Issue Description:** List each major accessibility issue for the product Including the following:
  - Gaps identified from the WCAG 2.0 A & AA guidelines, Voluntary Product Accessibility Template (VPAT) and EPUB3 Accessibility Guidelines (if applicable)
  - Gaps identified in other product support documentation
  - Gaps identified by a third-party accessibility evaluation report (if available)
3. **Current Status:** Enter one of the following values:
  - Open: The issue has not yet been resolved
  - Closed: The issue has already been resolved
  - I/P: The issue is currently under investigation
  - Other
4. **Disposition:** Enter one of the following values:
  - Planned: The issue will be resolved
  - Deferred: The issue will not be resolved
  - I/P: The issue is currently under investigation
  - Other
5. **Remediation Timeline:** Enter when you anticipate that the issue will be resolved
6. **Available Workarounds (for vendor only):** Describe the business processes vendor will offer or third-party products that should be considered to work around the issue until full remediation.
7. **Comments (optional):** Provide details/description regarding the issue
8. **Additional Information (optional):** Provide any additional discussion regarding accessibility plans

## Vendor/Product Information

Vendor Name	Thomson Reuters
Product Name	Thomson Reuters Westlaw
Product Version	Product does not have versions
Completion Date	October 2020
Contact Name/Title	West Accessibility Team via <a href="mailto:westaccessibility@thomsonreuters.com">westaccessibility@thomsonreuters.com</a>
Contact Email/Phone	West Accessibility Team via <a href="mailto:westaccessibility@thomsonreuters.com">westaccessibility@thomsonreuters.com</a>

## Specific Issues

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments

## Additional Information:

As requested by you, we are responding to the following request for information.

1. **A Statement of Commitment** that emphasizes the vendor's commitment to ensuring the accessibility of the product/service and notes any ongoing efforts to monitor for and remediate accessibility issues as they are identified.

### **Response from Thomson Reuters:**

We are committed to making our products accessible and have an accessibility statement publicly available at <https://legal.thomsonreuters.com/en/legal-notice/accessibility>.

2. Written documentation for the following:
  1. How the product/service meets the THEC/TBR and federal accessibility standards, including how it meets or does not meet WCAG 2.0 A & AA Guidelines; a copy of the vendor's 508 **Voluntary Product Accessibility Template (VPAT)** documentation; and how it meets ePUB3 Accessibility Guidelines (if applicable).

### **Response from Thomson Reuters:**

Attached is the most current Accessibility Conformance Report (for Thomson Reuters Westlaw) based on the VPAT template from the ITI. See <https://www.itic.org/policy/accessibility/vpat> for more information.

**Please note** that the most current ACR completely replaces any former ACRs for the product. This is called out in the Notes section on page 1 of the ACR.

**Please also note** that the Accessibility Conformance Report (ACR) is the resulting report after the empty VPAT form is filled in. For all practical purposes the ACR and VPAT are often used interchangeably.

2. Additionally, the vendor should provide any available accessibility testing results, including a list of any third-party agencies with whom the vendor has worked to evaluate accessibility support. The vendor should include a completed copy of the [Conformance and Remediation Form \(new window\)](#) when standards for conformance are not fully achieved to demonstrate the vendor's planned timeline for meeting full conformance. This documentation is necessary to determine if the vendor's product meets the standards for accessibility and, if not, that they have a plan for remediating any accessibility issues.

### **Response from Thomson Reuters:**

**Please note** the link above links to this document.

This ACR was created by auditing the product internally and no third-party was engaged to test or draft the ACR. We do not provide testing results, other than the summary of findings in Remarks and Explanations column of the ACR. As noted in the Notes section of the first page of the ACR, we do log and track all issues found. Westlaw is an extremely large product containing a massive number of content documents, to which documents are added daily, and thus the content, issues, and issue resolution is a moving target. Therefore we do not have a timeline for

resolution for the entire product, but are continuously working on issue resolution.

3. **Information for Users with Disabilities.** Vendors should provide a description of any product features that may improve accessibility for users with disabilities including: accessibility-specific features (e.g., the ability to adjust font size and color/contrast settings for text or the availability of closed captions for videos), and general product features that may especially benefit users with disabilities (e.g., product allows for keyboard-only navigation). Also, vendors should include a description of any high-impact product accessibility gaps along with suggested interim workarounds that allow users to complete key tasks until the gaps are resolved. For example, if a technical support website isn't compatible with screen readers used by the blind, appropriate interim workarounds might include providing phone-based support until the web-based support site is accessible.

**Response from Thomson Reuters:**

Complying with WCAG 2.1+ involves making things accessible, such as keyboard accessibility, providing captions for multimedia materials, providing sufficient contrast, and providing tagging and coding to support assistive technologies (AT). A substantially or fully compliant product would have all of the above features. Further, we feel many "accessibility" features, such as larger text size, are helpful for a range of customers, including those who do not identify as having a disability.

In addition to working toward full compliance, we have an in-house Accessibility Team and Accessibility Testers to advise product builders, designers, coders and others. Additionally, we provide training for Westlaw specifically geared toward people who use screen readers and other AT from the Reference Attorneys (see the <https://legal.thomsonreuters.com/en/legal-notices/accessibility> page for contact information). Finally comments, questions, concerns and other customer information can be brought to the attention of the Accessibility Team via [westaccessibility@thomsonreuters.com](mailto:westaccessibility@thomsonreuters.com) or by contacting the Reference Attorneys.

4. A description of your **Feedback Mechanism**. This should include how users may contact vendors directly to request accessibility-related assistance, report accessibility problems, or request information in accessible alternate formats.

**Response from Thomson Reuters:**

Comments, questions, concerns and other customer requests can be brought to the attention of the Accessibility Team via [westaccessibility@thomsonreuters.com](mailto:westaccessibility@thomsonreuters.com). This includes requesting materials in alternate formats.

5. **Links to Resources** that include a hyperlink that points to the vendor's Accessibility Statement. This statement should be clearly titled, easily located on the vendor's website, and easily identified.

**Response from Thomson Reuters:**

Our accessibility statement is located at <https://legal.thomsonreuters.com/en/legal-notices/accessibility>.